Memo

To: Chief David J. Mara

From: Captain Robert Cunha

CC: Assistant Chief Gary T. Simmons

Date: March 7, 2013

Re: Summary of Formal Complaints (52.1.5)

Citizen's Complaints Lodged in 2012

Thirty-nine citizens filed a total of forty-eight complaints against Manchester PD employees in 2012. In comparison forty-seven citizens filed a total of fifty-eight complaints in 2011. Forty-two citizens filed a total of fifty-eight complaints in 2010.

All of these complaints were investigated by the Manchester Police Department and resulted in the following findings for 2012:

TYPE	# OF CASES	<u>UNFOUNDED</u>	UNSUBSTANTIATED	SUBSTANTIATEL	EXONERATED
Rudeness	11	11	0	0	0
Unnecessary/ Excessive Force	5	3	0	0	2
Improper Conduct	5	1	2	1	1
Bias Based Complaint	1	1	0	0	0
Ineffective Service	18	11	0	7	0
Lost Property	2	1	1	0	0

TYPE	# OF CASES	UNFOUNDED	UNSUBSTANTIATED	SUBSTANTIATED	EXONERATED		
Illegal Activity	2	2	0	0	0		
Refusal to ID	1	1	0	0	0		
Threatening Behavior	2	2	0	0	0		
Improper Police Action	2	1	0	1	0		
	# OF CASES	UNFOUNDED	UNSUBSTANTIATED SUBSTANTIATED EXONERATED				
Totals	48	34	2	9	3		

 $^{^{\}ast}$ Note: Some complainants made allegations including two or more of the above complaint categories.